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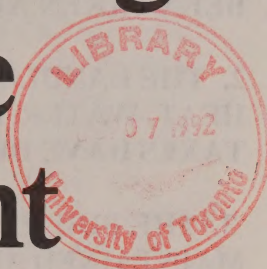
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Reducing the Rent



RENT CONTROL



Ontario

Ministry
of
Housing

REDUCING THE RENT

A Rent Officer can reduce the rent if . . .

1. SERVICES OR FACILITIES HAVE BEEN TAKEN AWAY OR REDUCED,
OR
2. THE LANDLORD'S COSTS FOR HEAT, WATER, HYDRO, PROPERTY TAXES HAVE DECREASED,
OR
3. THE BUILDING IS NOT MAINTAINED ADEQUATELY.

If any of these has happened, a tenant can apply to a Rent Officer who can . . .

- REDUCE THE MAXIMUM RENT
- REDUCE THE RENT CHARGED FOR A CERTAIN PERIOD OF TIME
- STOP RENT INCREASES FOR A CERTAIN PERIOD OF TIME

1. SERVICES OR FACILITIES HAVE BEEN TAKEN AWAY OR REDUCED

Rents must be reduced if a service or facility is taken away or reduced.

SOME EXAMPLES OF SERVICES AND FACILITIES ARE:

HYDRO, SNOW REMOVAL, LAUNDRY ROOM, LOCKER

There are several ways to find out what services and facilities are included in the rent. You can check the lease, if there is one. Tenants can check with the landlord or other tenants to find out what services and facilities have been provided. Landlords and tenants can check the Rent Registry if the rents for the building have been registered. This information is available from the Rent Control office.

The rent will not be reduced if there is only a temporary withdrawal or reduction.

For some cases, the landlord and tenant can agree to take away a service or facility and agree to reduce the rent.

These include **PARKING and CABLEVISION**, and any separate charges set out in the most recent order. To find out what these are, contact the Rent Control office in your area.

If the landlord and tenant can't agree OR if other services or facilities have been reduced or withdrawn then:

A TENANT OR LANDLORD CAN APPLY TO A RENT OFFICER TO REDUCE THE RENT. CONTACT THE RENT CONTROL

OFFICE IN YOUR AREA FOR AN APPLICATION (FORM 5).

The Rent Officer will decide how much the rent should be reduced based on the information that is provided by the tenant and the landlord. The tenant and landlord will be told in writing what the amount of the new rent is.

2. THE LANDLORD'S COSTS FOR HEAT, WATER, HYDRO, PROPERTY TAXES HAVE DECREASED.

A tenant can ask for the rent to be reduced if the landlord's costs for heat, water, hydro, or property taxes have decreased.

The reduction will be based on the amount of the increase or decrease for each of the four costs between the two previous 12 month periods.

Where there has been a rent increase above guideline, a tenant will know the landlord's costs because they must be shown on the Notices of Rent Increase that the landlord gives the tenant. This notice can be used as proof the costs have decreased.

If the landlord is not required to list these costs on the Notice of Rent Increase then, the tenant must provide other information to show these costs have decreased.

3. THE BUILDING IS NOT MAINTAINED ADEQUATELY.

A landlord must make repairs to the building (replacing a roof) and to a tenant's unit (repairing electrical wiring). A landlord must also keep the building maintained adequately (cleaning the hallways).

Tenants must keep their units clean and are responsible for any damage they or their guests cause.

If repairs are not done or if the building is not maintained adequately a tenant should ask the landlord in writing to do the work. The tenant should keep a copy of the letter.

If the landlord has not made repairs within a reasonable time, a tenant can call the Town or City Hall to make a complaint. An inspection of the property can be done.

In areas not covered by local property standards, the tenant can contact the Rent Control office to ask for an inspection.

As well, a tenant can contact a Rent Control office for an Application to Reduce Rent (Form 5) and information on filling it out.

The tenant must show that the building is not maintained adequately. Evidence such as photographs or work orders against the building can be used.

RENT CONTROL OFFICES

MISSISSAUGA OFFICE

4 Robert Speck Parkway
Suite 550
Mississauga, Ontario
L4Z 1S1
Tel. # (416) 270-3280
Toll-free: Ask operator
for Zenith 9-6000

SCARBOROUGH OFFICE

1200 Markham Road
Suite 415
Scarborough, Ontario
M1H 3C3
Tel. # (416) 314-8640

HAMILTON OFFICE

25 Main St. West, #620
Hamilton, Ontario
L8P 1H1
Tel. # (416) 528-8701
Toll-free: 1-800-668-9565

LONDON OFFICE

240 Wharncliffe Road, North
Suite 100
London, Ontario
N6H 4P2
Tel. # (519) 679-7270
Toll-free: 1-800-265-0937

ETOBICOKE OFFICE

5464 Dundas Street, West
Suite 200
Etobicoke, Ontario
M9B 1B4
Tel. # (416) 236-2681

NORTH YORK OFFICE

47 Sheppard Avenue, East
Suite 402
Willowdale, Ontario
M2N 5X5
Tel. # (416) 314-9550
Toll-free: Ask operator
for Zenith 9-6000

TORONTO OFFICE

56 Wellesley Street, West
8th Floor
Toronto, Ontario
M7A 2J9
Tel. # (416) 326-9800

BARRIE OFFICE

114 Worsley Street
5th Floor
Barrie, Ontario
L4M 1M1
Tel. # (705) 737-2111
Toll-free: 1-800-461-2882

KITCHENER OFFICE

30 Duke St. West, #401
Kitchener, Ontario
N2H 3W5
Tel. # (519) 579-5790
Toll-free: 1-800-265-8926

OWENSOUND

1077 Second Avenue, East
Owen Sound, Ontario
N4K 2H8
Tel. # (519) 376-3202
Toll-free: 1-800-265-3737

ST.CATHARINES OFFICE

43 Church Street
Suite 505
St.Catharines, Ontario
L2R 7E1
Tel. # (416) 684-6562
Toll-free: 1-800-263-4937

OSHAWA OFFICE

40 King St. West, #700
Oshawa, Ontario
L1H 1A4
Tel. # (416) 723-8135
Toll-free: Ask operator
for Zenith 9-6000

PETERBOROUGH OFFICE

139 George Street North
Peterborough, Ontario
K9J 3G6
Tel. # (705) 743-9511
Toll-free: Ask operator
for Zenith 9-6000

NORTH BAY OFFICE

189 Wyld Street
North Bay, Ontario
P1B 1Z2
Tel. # (705) 476-1231
Toll-free: Ask operator
for Zenith 9-6000

THUNDER BAY OFFICE

540 West Arthur Street
Thunder Bay, Ontario
P7E 5R7
Tel. # (807) 475-1595
Toll-free: Ask operator
for Zenith 9-6000

WINDSOR OFFICE

880 Ouellette Avenue
Suite 302
Windsor, Ontario
N9A 1C7
Tel. # (519) 253-3532
Toll-free: 1-800-265-6924

KINGSTON OFFICE

265 Ontario Street
1st Floor
Kingston, Ontario
K7K 2X5
Tel. # (613) 548-6770
Toll-free: Ask operator
for Zenith 9-6000

OTTAWA OFFICE

10 Rideau Street, 3rd Floor
Ottawa, Ontario
K1N 9J1
Tel. # (613) 230-5114
Toll-free: Ask operator
for Zenith 9-6000

SUDBURY OFFICE

128 Larch Street
6th Floor
Sudbury, Ontario
P3E 5J8
Tel. # (705) 675-4373
Toll-free: Ask operator
for Zenith 9-6000

TIMMINS OFFICE

111 Wilson Avenue
Timmins, Ontario
P4N 2S8
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Toll-free: Ask operator
for Zenith 9-6000

ISBN 0-7778-0121-3

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